

**Proposals For Prequalification Of Ground Handling Agencies/Third Party Vendors For Arranging Ground Handling Of Charter, VIP & Special Flights In Africa, Middle East & China**

Pakistan International Airlines, Pakistan's national flag carrier, invites proposals for prequalification of Ground Handling Agencies/Third party vendors for ground handling arrangements for its charter, VIP & special flights

Prequalification documents, containing detailed terms and conditions are available at <https://www.piac.com.pk/corporate/sales-procurement/tenders> or PPRA website: [www.ppra.org.pk](http://www.ppra.org.pk) Price of the prequalification documents is PKR 6,000 non-refundable for local bidders only (to be submitted through a pay order in the name of PIACL along with the proposals).

The proposals, prepared in accordance with the instructions provided in the prequalification documents, must reach at Deputy General Manager Handling Agreements, Room 54, PIA Head Office Karachi on or before 1<sup>st</sup> August, 2022 at 1100 Hours (PST). Proposals will be opened the same day at 1130 Hours (PST).

Pakistan International Airlines reserves the right to reject any proposal in part or with assigning a reason but will not be disclosed to justify the grounds of rejection in line with PPRA rules.

**PAKISTAN INTERNATIONAL AIRLINE**  
Phone: + (92-21) 9904-4403, 4697  
E-mail: [khiwopk@piac.aero](mailto:khiwopk@piac.aero), [khinzpk@piac.aero](mailto:khinzpk@piac.aero)  
Address: Room No 54 Handling Agreements,  
PIA Head office, Karachi.

**Pre-Qualification Document for Hiring Services**

**(For Arranging Ground Handling For Charter and VVIP Flights)**

**(Especially In Africa, Central Asia & China)**

**Pakistan International Airlines:**

Pakistan International Airlines (PIA) is an international airline that serves as the national flag carrier of Pakistan. Its central hub is Islamabad International Airport, while Allama Iqbal International Airport in Lahore and Karachi's Jinnah International Airport serve as secondary hubs.

PIA is Pakistan's largest airline and operates a fleet of 29 aircraft. The airline operates nearly 100 flights daily, servicing 18 domestic destinations and 25 international destinations across Asia, Europe, the Middle East and North America. In addition to commercial flight operations, PIA looks after UN Chartered Troops movement.

PIA also offers premium ground handling services to customer airlines that includes Passenger Handling, Ramp Handling, Cargo Handling, Flight Operations, Catering Services, Technical Handling, Executive Jets Handling, Line Maintenance, Charters Handling etc.

**Required Ground Handling Services**

PIA also conducts Special Chartered, Repatriation, Evacuation, VIP & special flights Especially in Africa, Central Asia & China for which pre-qualification of ground handling agencies/third party vendors is hereby initiated.

**The scope of ground handling services is listed, however not limited to the following:**

- Airport Navigation, Landing & Parking
- Full Ground Handling Services through a dedicated team (Passenger Services, Ramp Services)
- Passenger Service Charges
- Cargo Handling
- Aircraft loading/unloading inclusive of Cabin & Belly loading/unloading
- Over-flight & Landing Permit
- Arrangement for Crew Transport and Hotel (If required)
- Catering services and its uplift
- Fuelling/Refuelling Services
- Aircraft De-/Anti-icing Services
- Payments of Crew Allowance (in case of VIP Handling)
- Technical Handling (if required)

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**1 - Brief Introduction of the Participating Ground Handling Agencies/Third Party Vendors**

1	Name of the Bidder/Organization :	
2	Date of Establishment :	
3	Corporate Status (Proprietor/ Partnership / Pvt. Ltd. / Ltd.)	
4	Owner/ Proprietor/ MD / CEO Name/	
6	Mailing Address :	
5	Country of Origin:	
7	Contact / Cell No(s).	
8	Fax No(s).	
9	Email Address :	
10	National Tax No.	
11	Bank Name & Account No:	

<b>Company's Stamp</b>

<b>Signature</b>

**2 - Pre-Requisites for Participating Ground Handling Agencies/Third Party Vendors**

PIAC is intending to pre-qualify Ground handling Agency/Third Party Vendors for smooth functioning of its Charter & VVIP Flights especially in Africa, Central Asia and in China in accordance with the provisions of Public Procurement Rules. Hence, the trailing sections list-out our basic, mandatory, and supplementary requirements for interested Handling Agencies for participation in the RFP process.

**ANNEXTURE A (Mandatory Requirement)**

The participating organisation shall be highly established, well experienced (More than 03 years).

- a) Covering Letter
- b) Complete Profile / Introduction of Organization (including name of Chief Executive, Partners, Professionals, etc.);
- c) Copy of Registration from Registrar of Firms/ undertaking of establishment in case of sole proprietor /partnership deed (if required);
- d) Copy of valid National Tax Certificate;
- e) Experience Certificate / letters of Recommendation from any two clients.
- f) List of Clients (regular and occasional)
- g) List of major services rendered during last 2 years
- h) List of Representative agencies in different countries with Focal Person contact details**
- i) Copy of ISAGO, QMS and HSE certifications.**
- j) Training details of handling staff
- k) Any other formality/documents that may be required by PIA.

Only those bidders will be considered further who fulfill all mandatory requirements.

I / we hereby confirm that required documents are provided with the pre-qualification / proposal.

Company's Stamp

Signature

**Pre-Tender Terms & Conditions (for Participation)**

- For each chartered handling, the participating organisation shall submit Registration of Subcontracted Companies from airport authority to operate from concerned airport.
- The participating organisation shall arrange Basic Ground Handling Services as per IATA SGHA for narrow bodied and wide bodied aircraft (whichever aircraft is operated).
- The organization shall at-least has one (1) year professional experience in respective categories for working with reputable clients
- The participants must submit valid CNIC, NTN certificate, Valid GST certificate (if applicable), if required Income Tax Return or annual audit
- The financial bids / quotations will be invited from pre-qualified Agencies as and when required.
- By submitting a proposal, the contractor agrees to be legally bound by the terms & conditions set-out in this RFP. The proposal will be considered a binding offer from the contractor subject to acceptance by PIA.

PIA will be at liberty to extend the opening date, revise the requirement or annul the whole tender proceedings at any stage prior to opening of Bids; no change will be done after the bids are opened.

**Cost of Bidding:**

The bidder shall bear all costs associated with the preparation and delivery of its Bid and client in no case will be responsible or liable for those costs.

**Period of Bids validity:**

Quotation must be valid for 60 days from the date of opening.

**Assurance**

- The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the services pursuant to the contract, within the time set forth therein.
- The successful bidder will have to execute a service level agreement with PIA and sign a performance bond on the date of execution of contract.
- Closing date & time will be on -----at 1100 HRS (PST) for submission of proposals at below address:

Handling Agreements  
Room No. 54  
PIA Head Office Karachi  
Telephone:+92 9904 4403/4697  
Email: khiwopk@piac.aero

- Proposals will be opened on the same day at 1130 HRS (PST) in the presence of all participating agents who wish to attend at the Handling Agreement's Office at PIA Head Office Karachi.
- Notice of the rejection of all bids or proposals shall be given promptly to all Participants that submitted proposals.

- Pakistan International Airlines reserves the right to reject any proposal in part or with assigning a reason but will not be required to justify the grounds of rejection.
- Interested parties who can provide these services should submit documents directly with PIAC, no sub-agents will be entertained.
- No Document will be entertained after expiry of aforesaid date & time. PIAC will not be responsible for postal delays or any other reason.

**Terms & Conditions for Selected / Pre Qualified Service Providers**

- Prequalification status will be awarded for the period of one year further extendable to two years subject to satisfactory performance.
- The registered / pre-qualified organizations will be preferred for inviting sealed financial bids/ quotations
- The rates quoted should be preferential, inclusive of all applicable taxes, whenever financial bid will be quoted.
- The prices quoted shall be treated as firm during bids/quotes validity period. No surcharges shall be accepted following receipt of final quotes.
- The Flight support company shall not charge any mark-up on Airport & Pax Fees payable to Airport Authorities of respective countries.
- The Flight support company shall not refuse handling, once awarded, as a result of its participation in the quotes process.
- The Flight support company shall ensure that the handler on ground has sufficient and serviceable ground support equipment and manpower for flight handling.
- The Flight Support Company shall ensure that handler on ground is well-versed with cargo handling procedures, loading & un-loading procedures and Load control services.
- Dedicated coordinator who is bilingual (Local language & English) and well conversant must be deputed for coordination with PIA Representative.
- As and when desired depending on services may be required on inviting financial bids / quotations;
- The invoice will be processed after completion of services and its satisfaction email by Manager Handling Agreement PIA (if required)
- payment will be made within thirty (30) days after submission of invoice and receiving satisfaction email by the Manager Handling Agreements
- The task will be undertaken on the receipt of Email by KHIWOPK and according to the specification provided or finally agreed
- In case of any change in the specification due to which prices are affected, the same must be informed to handling Agreement Section in Advance;
- Incomplete documents or those received after deadline date and time will not be entertained;
- In case of Tax exemption, tax exemption certificate will be required along with Invoice.

**ANNEXTURE B (Evaluation Criteria)  
 (Technical & Financial Evaluation)**

Marks Allocated T.E + F.E = 70 + 30 = 100

Qualifying Marks: 70%

Technical Evaluation (T.E)			
S No.	Requirements	Max Score	Score Attained
1	Company's Experience:	Marks Allocated 7	
	I. 10 and above years of Experience	7	
	II. 9-05 years of experience	4-6	
	III. 4-01 years of experience	1-3	
2	Clientele Detail:	Marks Allocated 7	
	I. 10 or more major clients	7	
	II. 9-5 Major Clients	4-6	
	III. 4-1 Major Clients	1-3	
3	Company Representation In Different Countries Including Africa, Central Asia & China	Marks Allocated 09	
	I. Presence in 15 and above countries	09	
	II. Presence in 14-10 countries	05 - 08	
	III. 9-1 countries	01 - 04	
4	Participating organization capable of arranging Basic Ground Handling Services as per IATA SGHA	Marks Allocated 7	
		7	
5	Participating organization Can Depute Dedicated coordinator who is bilingual (Local language & English) and well conversant for coordination with PIA Representative.	Marks Allocated 7	
		7	
6	Participating organization capable of arranging Basic Ground Handling Services for both Narrow and wide Bodied aircrafts	Marks Allocated 7	
		7	
7	Participating organization capable of arranging Complete required Services and all mandatory permissions from Airport Authority	Marks Allocated 7	
		7	
8	Rates Quoted should always be inclusive of all taxes	Marks Allocated 7	
		7	
9	<b>Certifications (mandatory requirement):</b>	Marks Allocated 12	
	(a) ISAGO certification	06	
	(b) Quality (QMS) certification	03	
	(c) HSE Certification	03	
<b>Total T.E marks = 70 (Min qualifying marks 49)</b>		<b>Marks Obtained</b>	



Financial Evaluation (F.E)			
S No.	Requirements	Max Score	Score Attained
1	Shareholder's Equity in PKR:	Marks Allocated 6	
	I. 200 Million to 399 Million	1.2	
	II. 400 Million to 599 Million	2.4	
	III. 600 Million to 799 Million	3.6	
	IV. 800 Million to 999 Million	4.8	
	V. 1000 Million and above	6.0	
2	Current Ratio:	Marks Allocated 4	
	I. 0.01 to 0.49	0.5	
	II. 0.50 to 0.99	1.0	
	III. 1.00 to 1.49	2.0	
	IV. 1.50 to 1.99	3.0	
	V. 2.00 and above	4.0	
3	Quick Ratio (Acid Test):	Marks Allocated 4	
	I. 0.01 to 0.24	0.5	
	II. 0.25 to 0.49	1.0	
	III. 0.50 to 0.74	2.0	
	IV. 0.75 to 0.99	3.0	
	V. 1.00 and above	4.0	
4	Debt/liabilities to Equity/Capital:	Marks Allocated 4	
	I. 2.00 to 1.97	0.5	
	II. 1.96 to 1.57	1.0	
	III. 1.56 to 1.25	2.0	
	IV. 1.24 to 0.99	3.0	
	V. 1.00 and below	4.0	
5	Asset Turnover:	Marks Allocated 4	
	I. 0.01 to 0.49	0.5	
	II. 0.50 to 0.99	1.0	
	III. 1.00 to 1.49	2.0	
	IV. 1.50 to 1.99	3.0	
	V. 2.00 and above	4.0	
6	Net Profit Margin:	Marks Allocated 4	
	I. 1% to 5%	0.2	
	II. 6% to 10%	1.1	
	III. 11% to 15%	2.1	
	IV. 16% to 20%	3.0	
	V. 21 and above	4.0	
7	Net Worth Statement certified by a Chartered Accountant Co.	Marks Allocated 4	
	<b>Total</b>	<b>30</b>	
<b>Total F.E marks = 30 (Min qualifying marks 21)</b>		<b>Marks Obtained</b>	

Please Provide Documentary evidence where required in support of your response, without documentary support, the section will be marked as zero.

## Agreement

After the finalization of the RFQ/tender process, the formal agreement shall be signed between the PIA management and the pre-qualified GHA based on the IATA SGHA 2018 format that will be inclusive of the Annex B i.e. list of services and the Service Level Agreement (SLA).

### **1. Required List of Services (Further will be elaborated in Annex B of the SGHA):**

- Third Party Administration Fee
- Airport Navigation, Parking
- Over flying/Landing Permit
- Ground Handling Arrangements and Coordination
- Cargo handling
- Hotel Accommodation Arrangement and Booking
- Catering uplift of high quality catering
- Ground Transportation Arrangement
- Security Arrangement
- Fuel Supply Services
- Fuelling/Refueling
- Payments of Crew Allowance (in case of VIP Handling)
- Technical Handling (if required)
- Disinfection services
- Any other Services as per requirement

### **2. Scope of Agreement:**

- The registered / pre-qualified organizations will be preferred for inviting for RFQ.
- Pre-Qualified Agent should quote rates within 6 hours of the receipt of email from DGM Handling Agreements PIA.
- The rates should remain intact during bids validity period and be inclusive of all applicable taxes whenever financial bid will be quoted.
- Dedicated coordinator who is bilingual (Local language & English) and well conversant must be deputed for coordination with PIA Representative. Name and contact details must be shared with PIA representative on priority.
- As and when desired depending on services, financial bids / quotations shall be invited from pre-qualified GHAs/service providers.
- The invoice will be processed after completion of services and satisfactory handling email by DGM Handling Agreement PIA ~~(if required)~~
- Payment will be made within thirty (30) days after submission of invoice and receiving satisfaction email by the Manager Handling Agreements.
- The task will be undertaken on the receipt of Email by khiwopk@piac.aero and according to the specification provided or finally agreed.
- In case of any change in the specification due to which prices are affected, the same must be informed to Handling Agreement Section in advance; Quotation received after six hours' time will not be entertained.
- In case of Tax exemption, tax exemption certificate will be required along with Invoice.
- Service Provider will provide all services requested by PIA, whether written or oral.

### **3. Application**

The Parties hereby agree that the General Terms and Conditions set out herein shall apply to all transactions between PIA and Pre qualified organization, including but not limited to, (a) all of PIAs' purchases of fuel and/or trip support services from Pre-qualified organization.

#### **4. Credit Terms**

The Parties hereby agree that the credits facilities will be offered to PIA are limited to thirty (30) days from the date of invoice.

#### **5. Invoicing and Payment Terms.**

Unless otherwise stipulated in this Agreement, Pre qualified organization shall produce the invoices from the date of provision of Services and copies of such invoices shall be sent to PIA in adobe acrobat (PDF) format to the email address provided by PIA in writing.

#### **6. Revision to Pricing**

The rates once quoted cannot be changed during bids validity period.

#### **7. Taxes & Fees**

The rates quoted should be inclusive of VAT.

#### **8. Indemnity and liability**

IF proven gross negligence or willful misconduct of Pre-qualified Organization directly, PIA shall indemnify against any and all liability for any and all claims or suits arising from this Agreement including:

- delay, injury or death of persons carried or to be carried by PIA;
- injury or death of any employee of PIA;
- damage to or delay or loss of baggage, cargo or mail carried or to be carried by PIA;
- Damage to or loss of property owned or operated by or on behalf of, PIA.
- Any third-party claim in respect of damage, death, delay, injury or loss arising from the operations of PIA.
- Any costs and expenses of any such claims or suits or similar related matters.
- Ceiling limit violations during loading
- Loading/unloading related discrepancies (lashing, netting, securing of baggage)

#### **9. Jurisdiction and Governing Law for the Agreement**

The Governing Law for this Agreement shall be laws prevailing in Pakistan. Any disputes not arbitral as per the applicable law shall be referred to the Courts of Pakistan.

#### **10. Validity:**

This Agreement shall continue to remain in force for one year unless terminated by either party giving sixty (60) days' notice in writing to the other party with a due receipt of acknowledgement.

Prequalification status will be awarded for the period of one year further two terms extendable subject to satisfactory performance.

#### **11. Amendments**

Any modifications to this Agreement shall be made by a written amendment signed by both the Parties.

**12. Penalties:**

- **flight delays attributable to the Handling Company**
- **Non-compliance of SOPs on Loading & Unloading of aircraft**

<b>1-Duration of Delays</b>	<b>Penalty, percentage / Condition</b>
<ul style="list-style-type: none"> <li>• Beyond 15 to 25 mins</li> </ul>	<b>05%</b> of Basic Handling Charges of the affected flight to be waived
<ul style="list-style-type: none"> <li>• Beyond 25 to 35 mins</li> </ul>	<b>10%</b> of Basic Handling Charges of the affected flight to be waived
<ul style="list-style-type: none"> <li>• Beyond 35 to 60 mins</li> </ul>	<b>20%</b> of Basic Handling Charges of the affected flight to be waived
2-In case of non-compliance of carrier's loading instructions resulting in violation of ceiling limits (1.96 inches below the ceiling line) or any other loading discrepancy.	<b>20%</b> of Basic Handling Charges of affected flight to be waived

**Financial Information**

<b>Legal Entity Name</b>	
Address (City/State)	
Parent Company (if applicable)	
Parent Headquarters Address (City/State)	
Type of Business (S Corp., C Corp., Partnership, Sole Proprietor)	
<b>Financial Information</b>	Attach financial statements (income statements, balance sheets and cash flow statements) for the last 3 fiscal years and the most recent quarter if available.